

National Housing Authority



**Procurement of Security Service
for
Recovered Asad Tower Project area at Block-D,
Mohammadpur, Dhaka**

PART-1 **Estimated Activity Schedule**
PART-2 **Performance Specifications**

Dhaka Division-2

14/35-A, Shahjahan Road, Mohammadpur, Dhaka.

November 2025

PART-2. Performance Specifications

A. Providing Security Service with 8 (Eight) Security Guards in recovered Asad Tower Project area at Block-D, Mohammadpur, Dhaka

I. Background

The National Housing Authority (NHA) is the principal government agency responsible for the planning, development, and management of housing and residential infrastructure for citizens of Bangladesh, particularly for low and middle-income groups. The NHA owns and manages a parcel of land located at Block-D, Mohammadpur Housing Estate, Dhaka on the North of the Town Hall market, which requires round-the-clock security coverage to safeguard government property, prevent unauthorized access, and ensure safety of personnel, visitors, and assets. To this end, a professional and licensed security service provider will be engaged under a non-consulting service contract.

II. Purpose of the Service

- To ensure security of office premises, staff, visitors, and property.
- To prevent unauthorized access, theft and vandalism.
- To maintain access control and logbook records of visitors and vehicles.
- To ensure safety for whole day and whole week (24/7)

III. Areas included in the Scope of Services

Asad Tower project area (North of the Town Hall Market), Block-D, Mohammadpur Housing Estate, Dhaka.

IV. Detailed definition of Services

The selected firm shall provide qualified and trained security guards to perform security and surveillance duties for the specified premises. The scope includes, but is not limited to, the following:

1. Deployment of Security Personnel
 - Provide 8 (Eight) security guards (preferably male) for 24-hour service divided into three shifts (8 hours each).
 - Ensure at least one supervisor oversees the guards' performance and duty roster on a regular basis.
 - Maintain a reserve or substitute guard list for absentee replacement.
2. Guard Duties
 - Control entry and exit of personnel, vehicles, and visitors.
 - Conduct patrolling around the perimeter and key points at regular intervals.
 - Prevent trespassing, theft, vandalism, or unauthorized occupation.

- Report any incidents, accidents, or irregularities immediately to the authorized agency representative.
 - Assist in emergency response (fire, medical, natural disasters).
 - Support government officers during site visits, inspections, or construction activities (if applicable).
3. Operational Requirements
- Guards must wear clean and identifiable uniforms, with company insignia, ID cards, and necessary gear (whistle, baton, torchlight, raincoat, etc.).
 - Maintain a Duty Roster approved by the Agency.
 - Maintain a Daily Logbook recording events, visitors, patrol times, and incidents.
 - Keep communication devices (mobile phones/walkie-talkies) functional at all times.
 - Maintain cleanliness and discipline at guard posts.
4. Performance Management
- The service provider shall ensure guards are punctual, alert, and courteous.
 - Guards must remain on duty for the full shift and may not leave without relief.
 - No guard shall be deployed without prior verification and approval from the Agency.
 - Substitution or rotation of personnel shall be approved in writing.

V. Detailed Days and Times

Service shall be rendered for 24-hours a day for the whole weeks or months. Initially six (6) months, renewable upon satisfactory performance and mutual agreement.

VI. General Specifications

Daily Activities: Provide continuous security service 24-hours a day.

Weekly Activities: Submit a weekly report to the Executive Engineer, Dhaka Division-2, National Housing Authority including special incident report.

VII. Equipment and Consumables

The Service Provider shall make available, at its own cost, all necessary equipment and materials including but not limited to:

- Uniform (shirts, trousers, belts, caps, shoes)
- ID cards
- Baton, whistle, flashlight, raincoat, umbrella
- Communication device (mobile phone/walkie-talkie)
- Stationery for maintaining records

VIII. Requirements for Service Provider's Staff and Labor

Minimum qualifications of security guards are as follows:

Position	Minimum Education	Experience	Age Limit	Other Requirements
Security Guard	SSC pass or equivalent	2 years in reputed organization	25–35 years	Physically fit, trained in basic security duties

All guards must have:

- Attested National ID.
- Training in fire safety, first aid, and emergency response is preferred.
- Satisfactory Character Certificate issued by 1st Class Government Officer or Local Administrator (Upazilla/ Chairman).
- Physically capable of performing the tasks;
- Of acceptable character and integrity;
- Properly uniformed with identification badges;
- Free from any disqualifying criminal or disciplinary history.
- The Service Provider shall replace any personnel deemed unsuitable by the PE

B. Performance Monitoring

1. Objective:

The Representatives of the Employer and the Service Provider shall meet at the management level at least once every three months or as often as necessary to review the performance of the services provided with a view to ensuring quality standard in the services.

2. Coordination Meetings

The Employer shall designate an officer from the Functional office at the organizational level. Progress meetings are meant to review on the services provided to the organization as a whole and they are not meant to substitute the regular consultations and meetings that are usually held at ground level for day-to-day matters.

The scope of work of the designated officer shall be for:

- (a) reviewing major shortcomings that have occurred on the sites in the past months and measures taken thereon;
- (b) taking cognizance of complaints made by the Employer's representatives and action taken by the Service Provider;
- (c) attending to weaknesses in respect of facilities deployed by the Service Provider on the sites and need for improvement;

- (d) assessing the arrangements made by the Service Provider in terms of human resource and logistics; and
 (e) attending to other matters related to contractual obligations of the Service Provider.

Appropriate records of the Progress Meetings shall be kept by the officer. Performance of Service Provider will be certified by this officer which shall be the basis for quarterly payment to the Service Provider.

3. Output and Quality Standards

Services shall meet the following minimum performance requirements:

- ❖ Be on strict vigilant during the service shift.
- ❖ Physical work areas remain clean, orderly, and hazard-free.
- ❖ Response to urgent tasks within 30 minutes or as directed.
- ❖ No recurrent complaints regarding staff behaviour, performance, or negligence.

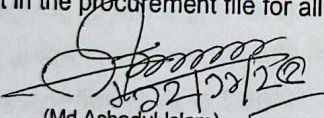
4. Key Performance Indicators (KPIs)

PE may evaluate the Service Provider based on:

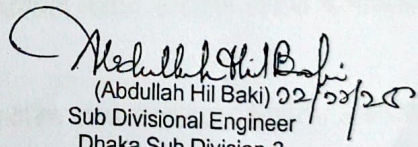
1. Manpower attendance rate ($\geq 95\%$)
2. Timely completion of tasks
3. Compliance with safety and operational guidelines
4. Number of incidents, accidents, or verified complaints
5. Quality score from PE's periodic inspections

5. Post Contract Evaluation Report

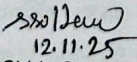
After the completion of the contract period, the Employer shall prepare a performance report that shall reflect the service level based on recorded facts. A copy of the report shall be forwarded to the Service Provider for its information and allowing the latter at the same time the possibility to express its disagreement with the report, if any. A copy of the report and response of the Service Provider shall be kept in the procurement file for all intent and purposes.



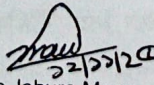
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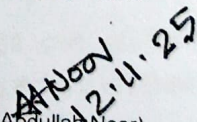
(Abdullah Hil Baki) 22/11/25
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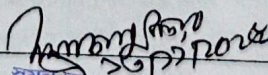
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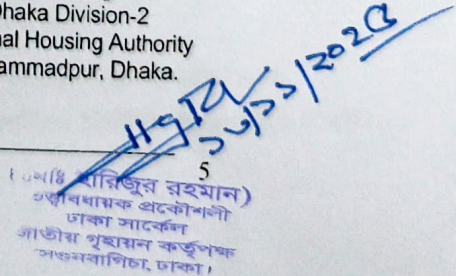


(Ahmed Abdullah Noor)
 Executive Engineer
 Dhaka Division-2
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PPS6_Asad Tower_Security Guard

স্বাক্ষরিত
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 প্রকৌশলী কার্যালয়
 ঢাকা সার্কেল
 জাতীয় গৃহায়ন কর্তৃপক্ষ
 নতুনবাগিচা, ঢাকা।



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 (Md. Farukur Rahman)
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